

# GETTING STARTED GUIDE

How to Create & Submit a Repair Rework



## AGiREPAIR

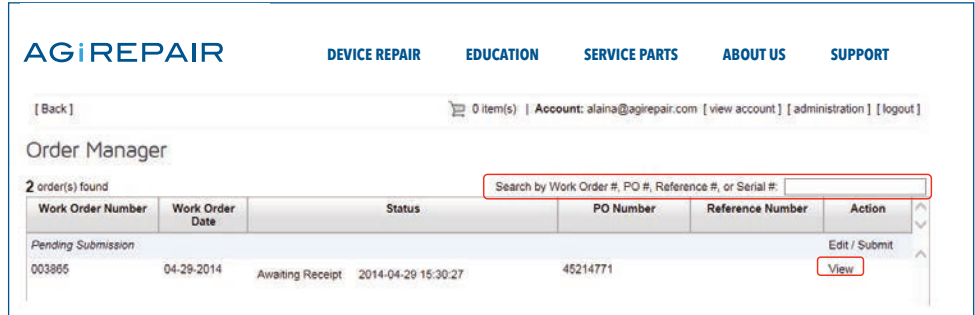
Repair. Replenish. Reclaim. Refurbish. Resurface.

# CREATE & SUBMIT A REPAIR REWORK

Once you're logged into your account, please go to the **ORDER MANAGER** tab to begin creating your rework.

- Utilize the **SEARCH** feature to search by Work Order #, PO #, Reference # or Serial # if you cannot find the work order the device is on.

- Select **VIEW** for the work order that contains the device that needs to rework performed.



The screenshot displays the AGiREPAIR web application interface. At the top, there is a navigation bar with the logo 'AGiREPAIR' and several menu items: 'DEVICE REPAIR', 'EDUCATION', 'SERVICE PARTS', 'ABOUT US', and 'SUPPORT'. Below the navigation bar, there is a user status bar showing '[ Back ]', a shopping cart icon with '0 item(s)', and account information: 'Account: alaina@agirepair.com [ view account ] [ administration ] [ logout ]'. The main section is titled 'Order Manager'. Below this title, it says '2 order(s) found'. There is a search bar with the placeholder text 'Search by Work Order #, PO #, Reference #, or Serial #'. Below the search bar is a table with the following columns: 'Work Order Number', 'Work Order Date', 'Status', 'PO Number', 'Reference Number', and 'Action'. The table has one data row with the following values: '003865', '04-29-2014', 'Awaiting Receipt', '2014-04-29 15:30:27', '45214771', and 'Edit / Submit'. The 'Edit / Submit' link is further broken down into 'View' and 'Submit' links. The 'View' link is highlighted with a red box.

Work Order Number	Work Order Date	Status	PO Number	Reference Number	Action
003865	04-29-2014	Awaiting Receipt	2014-04-29 15:30:27	45214771	View

# CREATE & SUBMIT A REPAIR REWORK (Continued)

- After your device is located, click **REWORK**
- A display box will appear to add a detailed rework comments. Please add as much detail as possible to help expedite the diagnosis and rework process.
- Click **SUBMIT** and the rework repair will automatically be added to your shopping cart.

**Order Information**

**Order Details**

Work Order Number	003865
Work Order Date	04-29-14
Invoice Number	Not Yet Created
Return Ship Method	U_GROU
PO Number	45214771
Order Comments	Example

**Bill To Location**

AG iRepair  
220 Huff Ave.  
Suite 500  
Greensburg, PA 15601 US  
Attn: Alaina Blisky

**Return Shipping Location**

AG iRepair  
220 Huff Ave.  
Suite 500  
Greensburg, PA 15601 US  
Attn: Alaina Blisky

**Tools**

view print friendly version

**2 Line Item(s)**

Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Comments	
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQHWLZNS	S. Stewart Marion Elam	Cracked Screen	[rework]

**Rework Comments**

Add detailed description of the reason(s) for the rework.

**Submit**

[ Back ] 1 item(s) Account: alaina@agirepair.com [ view account ] [ administration ] [ logout ]

**Order Manager**

2 order(s) found Search by Work Order #, PO #, Reference #, or Serial #:

Work Order Number	Work Order Date	Status	PO Number	Reference Number	Action
Pending Submission					

Edit / Submit

# CREATE & SUBMIT A REPAIR REWORK (Continued)

Click on the **SHOPPING CART** to review and finalize your rework order.

- The rework will appear in your cart in red along with the original work order number.
- You can always edit and delete information if a mistake is made by utilizing the **paper/pencil icon** to edit and the red **"X"** to delete.
- Along with the work order #, all other pertinent information (ex: Serial #, Reference #, etc.) originally submitted on the work order will be transferred to the rework order.
- Click **CHECK OUT** to submit your rework order.

Order Information

Order Details

Work Order Number

Work Order Date

Invoice Number

Return Ship Method

PO Number

Order Comments

Pending Submission

Pending Submission

Pending Completion

Ground

Bill To Location

AG iRepair

220 Huff Ave.

Suite 500

Greensburg, PA 15601 US

Attn: Alaina Bilsky

Return Shipping Location

AG iRepair



220 Huff Ave.

Suite 500

Greensburg, PA 15601 US

Attn: Alaina Bilsky

1 Line Item(s)

Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Comments	
REPAIR-IPAD2-GLASS REWORK: AGW03865	Glass/Digitizer Repair	1	\$0.00	\$0.00	SDMQHWLZNS	S. Stewart Marion Elem	Add detailed description of the reason(s) for the rework.	 


Delete Order

Continue Shopping

Checkout

# CREATE & SUBMIT A REPAIR REWORK (Continued)

- After checking out, you will receive confirmation that your rework was submitted.

Your work order has been submitted to AG iRepair.  print friendly version

Order Information							
Work Order Number	004284						
Order Date	2014-05-16 12:58:29						
Purchase Order Number	Example						
Order Comments	Rework						

Line Items							
Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Item Comments
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQHWLZNS	S. Stewart Marion Elem	Add detailed description of the reason(s) for the rework.

Shipping Information
<p>Please ship all items to:</p> <p>AG iRepair 220 Huff Avenue, Suite 500 Greensburg, Pa 15601</p> <p>Please include the work order traveler in the shipment and reference the work order # on the outside of the box to insure the best turnaround time. If you need to reprint it, you can click print friendly version at the top of the page.</p>

# CREATE & SUBMIT A REPAIR REWORK (Continued)

- You will also receive an email notification detailing your rework order.

**Company Name:** AG iRepair  
**Customer Name:** Alaina Bilsky  
**Email:** [alaina@agirepair.com](mailto:alaina@agirepair.com)  
**Address:** 220 Huff Ave. Suite 500 Greensburg, PA 15601  
**Phone:** 724-838-1170 X155  
**Work Order Number:** 015975  
**Order Date:** 07-28-15  
**Selected Shipping Method:** Ground  
**Purchase Order Number:** Example  
**Account Rep:** Jeremy Bilsky  
**Order Comments:** Rework  
**Total Repairs:** 1

REPAIR-IPAD2-GLASS x 1

Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Item Comments
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$0.00	\$0.00	SDMQHWLZNS	S. Stewart Marion Elem	REWORK: AGWO4711.

Please ship all items to:

AG iRepair  
220 Huff Avenue, Suite 500  
Greensburg, Pa 15601

Please include this work order traveler in the box and use the prepaid shipping label to ship the repair order to our facility.

Thank you for your continued business.

[www.agirepair.com](http://www.agirepair.com)

- Print the work order traveler and include with your shipment, along with your free UPS shipping label.

ALPHA BULKY 724 828 1 170 230 HUFF AVE. GREENSBURG PA 15601		10 LBS		1 OF 1	
SHIP TO: AG IREPAIR 220 HUFF AVENUE SUITE 500 GREENSBURG PA 15601					
		PA 156 9-20 			
UPS GROUND					
TRACKING #: 1Z 3E3 92F 03 9029 1502					
					
BILLING: P/P					
Prod No.: AGW016881x1		302 15 08 01		N000 66 0A 07 0015	
		AGW016881x1			
					

# ADDITIONAL HELPFUL INFORMATION

- Reworks can be shipped individually or with another work order you have to ship for repairs.
- Reworks are not limited to one, you can add as many as needed all on one rework order or you can submit them individually, whichever you prefer.



# CONTACT US

We are here to help! Please contact us if you have any questions or need further assistance.

**Alaina Bilsky**

*Educational Business Development*

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1-888-325-5713 x155

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## AGIREPAIR

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